

METHOD AND SYSTEM FOR AUTOMATIC CALL DISTRIBUTION
BASED ON NETWORK RESOURCE AVAILABILITY AND AGENT SKILLS

ABSTRACT OF THE DISCLOSURE

A method for handling calls of an automatic call distributor system includes receiving, from a user, a request for connection with one of a plurality of agents, having one of a plurality of skills. In a particular embodiment, a preferred agent of the plurality of agents is selected by a statistical analysis using variables including a network resource available along a communication path between the user and the preferred agent, and an impact of connecting the user with the preferred agent upon the availability of a generally unique skill of the plurality of skills, to a future user. The user is connected with the preferred agent, the preferred agent having the one of the plurality of skills.